

SHB 2197 - H AMD 1690

By Representative Miloscia

1 Strike everything after the enacting clause and insert the
2 following:

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4 "NEW SECTION. Sec. 1. A new section is added to chapter 43.20A
5 RCW to read as follows: (1) All divisions and programs within the
6 department must apply to the Washington state quality award or similar
7 organization for a Baldrige abbreviated assessment within two years
8 and a full assessment every three years thereafter. Each program and
9 division must set a goal to become a high performance, high integrity
10 organization and attain a score of sixty percent on the full
11 assessment within 10 years. Applications, assessment feedback
12 reports, and corrective action plans must be posted on the appropriate
13 program website, as well as the governor's government management,
14 accountability, and performance website to insure public
15 accountability and to share best practices, and must be sent
16 electronically to the state auditor to assist in its analysis of
17 departmental performance data, performance measures, and self-
18 assessment systems.

19 (2) The department must establish an annual assessment and
20 performance grading program for all divisions and programs. Areas
21 to be assessed shall include, but is not limited to:

22 (a) quality management;

23 (b) productivity;

24 (c) fiscal efficiency;

25 (d) program effectiveness;

26 (e) contract management and oversight;

27 (f) internal audit;

1 (g) internal and external customer satisfaction;

2 (h) statutory and regulatory compliance; and

3 (i) technology systems and online services.

4 (3) Each year the department shall set up a priorities of
5 government process to include the following provisions:

6 (a) Budgeting for outcomes;

7 (b) Setting the price of department programs;

8 (c) Determine departmental and program priorities;

9 (d) Set the price for each priority outcome;

10 (e) Set outcome goals and indicators for each strategy and program
11 and measure the results;

12 (f) Negotiate performance agreements with providers, spelling out
13 the key outputs and outcomes to be produced, the indicators to be used
14 to measure progress, the consequences of performance, and the
15 flexibilities granted to help the program maximize its performance;

16 (g) Eliminate items in the department budget below the program or
17 strategy level and appropriate lump sums for the results of each
18 strategy and program;

19 (h) Develop full cost accounting, which attributes all direct and
20 indirect costs to a program or strategy, in order to determine the
21 real cost of each program and strategy; and

22 (i) Create a process to annually review performance against the
23 target.

24 (4) The secretary shall ensure adequate continuous improvement and
25 must report to the legislature and public yearly."

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27 Correct the title.

EFFECT: Requires that all divisions and programs within the Department apply for an abbreviated Baldrige assessment within two years, and a full assessment every three years thereafter; requires the Department to establish an annual assessment and performance grading program for all divisions and programs; requires the Department to establish a priorities of government process; and requires the Secretary to ensure continuous improvement and report to the legislature and the public each year.

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